

*May 12, 2016*

### Engaging with physicians on provincial transcription services



There's nothing quite like a face-to-face conversation. It's real, dynamic, and it can help establish bonds that last.

That's why we were so pleased to have the opportunity to engage with physicians firsthand at the Saskatchewan Medical Association's Representative Assembly on May 6 and 7.

"We weren't just an exhibitor," said Andrew Will, CEO of 3sHealth. "Our goal was to build connections in-person that will be meaningful in the long run."

Pictured above: Interested physicians are shown new voice recognition technology.

"While we shared information about shared services, mostly we listened to find out how we as a system can better meet the needs of providers and the patients they care for."

One way we are all working together to do just that is through the provincial transcription services project, which is about improving the accuracy of dictations and getting medical reports that have been transcribed onto the patient's chart in less time. Accurate and timely information is vital to providing high-quality patient care.

The booth was set up to showcase some of the improvements that are already starting to happen throughout the province to positively transform how dictation and transcription services are delivered.



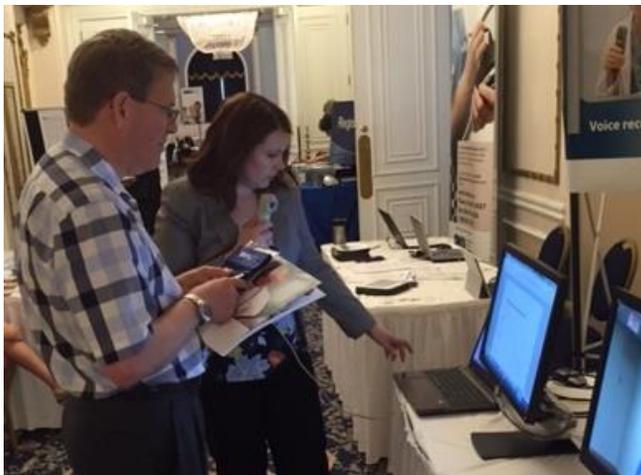
Pictured above: Physicians discuss transformation with 3sHealth.

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“It was great being able to demonstrate new voice recognition technology called Fluency Direct,” said Lorne Shiplack, Acting Manager of Provincial Transcription Services. “Family physicians will be able to get this technology for their offices. Once installed, it will significantly improve the dictation and transcription process.”

The technology essentially takes the place of the keyboard. With it, physicians and other clinicians can dictate medical reports quickly and easily. Whatever they say instantly shows up on the screen. They can then edit their text using voice commands, all in real-time.

“The technology is designed to integrate with the existing electronic medical records systems already in use at doctors’ offices across the province, which is great for patients and providers,” explains Shiplack. “What’s neat about Fluency Direct is that the speech profile of an individual physician will follow them into clinical care settings, like hospitals and other health centres.” The reason is that similar technology, Fluency for Transcription, is right now being introduced to acute care health facilities throughout Saskatchewan. Sun Country moved on to the new Fluency for Transcription system in April and Prairie North is in the process of transitioning with more regions to come.



“This means that the accuracy of a physician’s dictations will be maintained no matter which Fluency system the physician uses or where that physician dictates from,” said Shiplack. “We talked to a lot of physicians who are quite interested in the product, which is very exciting news!”

3sHealth is currently working closely with the SMA to determine next steps in terms of how to proceed with rolling out Fluency Direct to interested physicians.

Pictured above: A physician learns more about Fluency Direct.

One thing is clear, two-way, face-to-face engagement like the kind that was on display at the Representative Assembly will be key to the successful, long-term transformation of transcription and other shared service opportunities.